Jakob Dalsgaard

mobile: +45 2639 2739
email: jakob@dalsgaard.net
linkedin.com/in/jakob-dalsgaard

Summary

In a world that is changing rapidly, I help companies transition and stay ahead. Not only by clear data-driven decisions, but also by leading and innovating. While the current use of AI is primarily as automation-agumenter—I can help prepare and adapt for future gains.

Being highly skilled and well-versed in a plethora of technologies through decades of experience in the IT industry, and with a broad background across multiple sectors in both B2C and B2B, such as telecom, finance, security, and shipping, is enabling me to dive into all relevant parts of an IT business.

I aim to have people collaborate to move the business further and ahead, doing so by challenging silos and gathering data that all can agree on; having the deep technical knowledge as well as product and customer flair is an immense catalyst for clear results through cross-departmental work efforts.

Work Experience

Chief of Staff for Engineering
May 2022 – May 2025

Keepit
Copenhagen, Denmark

- Managing Operations, Technical Support and Internal IT globally (approximately 50 people in total, through almost all time zones) – scaling throughput by automation, quality through ownership.
- Engaging in customer and partner negotiations at a global level, visiting major clients and partners globally, attending and doing talks at industry and sales conferences – played a key role in securing multiple deals globally.
- Resource and finance forecasting in all aspects of running on-prem at multiple locations globally; ensuring and leading C-level reporting on key indicators both commercially and technically by automation and tools. Delivered the Swiss datacenter in record time, thus securing deals.
- Leading implementation and documentation of a number of industry compliance requirements: ISO-27001, SOC2, HIPA and Dora.
- Technical ligthouse for Engineering, Operations and Technical Support; leading transformation of work agendas, culture and organisation to scale and adapt. Implemented and lead automated procedures for escalation and incident management with communication strategies for customers, employees and C-level.
- Relatable and caring manager with a focus on the people that make the business.
- *Tech:* C++, Lisp, SQL, Debian, Ubuntu, Python, Grafana, Jupyter notebook, nginx, React, Javascript, XSLT, Ansible, Azure, git, Wireshark.

Operations Manager
November 2014 – April 2022

Zendesk
Copenhagen, Denmark

- Developing and maintaining data center based and cloud based infrastructure. Lead the transition from co-location to fully public cloud.
- Technical team management; building cross-european and global technical culture – increasing technical quality and talent attachment.
- On Call management and participation, both follow the sun globally and geographically confined across Europe.
- Cost management and planning; working with finance on a daily basis. Joining business numbers with technical monitors - building a knowledge in the technical organisation of the MRR divide across customer base and infrastructure.
- People Management - team of approximately 6-8 people, scattered over Europe, organizing cultural events, tech meetups and structured technical talks.
- *Tech:* Golang, Python, Ruby, Chef, Cloudformation, Datadog, PagerDuty, XSLT, SQL, Java, Scala, Elasticsearch, Opensearch, AWS, GCP, git, Ubuntu, Wireshark, Cloudflare.

IT Consultant   September 2006 - November 2014

Independent   *Copenhagen, Denmark*

- Nordea (bank); Java developer for the private banking branch - doing a mixture of frontend and backend work for an online trading platform.
- Skandinavisk Data Center (bank); Java developer for bank advisor applications and portals.
- Nokia; configuration management with CM/Synergy for embedded C-based software; tasks included automation of build infrastructure, largely based on bash/python.
- IBM Transport & Logistics; Development and operational maintenance of business critical Java Websphere applications on Solaris hardware for Mærsk.
- *Tech:* Linux, Solaris, bash, python, Java

IT Consultant   April 2003 - August 2006

Cyber Com Consulting   *Copenhagen, Denmark*

- Teaching Websphere Management for Mærsk, including the needed skills in TCL for automation of tasks.
- Working for Sony Ericsson on their online production and marketing platform, an on-prem setup with global presence augmented by Akamai, delivering world-wide sub-second page displays.
- *Tech:* Java, Linux, Solaris, Akamai, CM/Synergy, CVS

Lead Developer   May 2002 - March 2003

Neupart ApS   *Copenhagen, Denmark*

- Development of E-learning platform for IT security; as a deliverable for customers to install across Windows and Linux.
- Creating tools to measure implementation of DIN (Deutsches Institut für Normung) and DS (Dansk Standard) compliance.
- *Tech:* Java, XSLT, Jetty (java webserver), Debian

System Integrator / Software Developer   March 1998 - April 2002

Caput   *Copenhagen, Denmark*

- Ad Hoc Development on Redhat Linux for various customers, primarily web-based applications.
- Oracle database management, install, and querying for business reporting.
- Website and CMS management and development.
- Customer dialogue, requirements gathering and project management; some engineering team management as well.
- *Tech:* Debian, Linux, Java, C++, bash

SKILLS

Development Languages: Rust, Go, Node, Python, Ruby, Perl, bash, XSLT, SQL
Spoken Languages: Danish (native), English (fluent in writing and speech), French (basic), German (basic)

EDUCATION

Technical University of Denmark   Lyngby, Denmark

Master of Science in Engineering - Applied Mathematics and Information Technology   *August 1995 - September 2001*

- Master Thesis: Signal Analysis with Overcomplete Systems

High School   Horsens, Denmark

Mathematical Line   *August 1991 - June 2004*